

Dear FCC,

As a Deaf professional, I work with some hard of hearing individuals. Some use CapTel services. As a VRS consumer, I was unable to place a call to a hard of hearing individual who uses CapTel device. I was informed, according to the policy, the relay cannot call another relay service provider to carry on the conversation between me and the CapTel user. This is frustrating and it is a barrier to our access to communicate freely as other hearing callers would have. Please modify the rule to allow VRS callers to make calls to CapTel users.

I work with low-income deaf (ASL users) individuals and some do not use the Relay calls via TTY due to limited English skills. They find themselves empowered using the VRS service and be able to communicate effectively. However, they are unable to afford the broadband internet service provider. Is it equivalent for deaf folks to pay for the high speed internet provider each month which cost higher than a dial-up phone services to obtain effective communication telephone services?

Finally, as a VRS consumer, it is extremely frustrating to wait for more than 5 minutes to use the VRS via VP-100. In addition, it does not allow me to use other vendors if I wish to make a VRS call. I believe the consumers should be allowed to choose which VRS service provider they wish to use regardless the device they use.

Thank you for your time reading and put this into consideration.

Regards,  
Jennifer Pfau